

# CENTER

NATIONAL  
Operations Center

QUARTER 1

# Scene

## NOC in Action

February 2016

At the National Operations Center (NOC), we are always looking for ways to connect and communicate with our BLM national, state, and field staffs and external partners. Our goal is to provide better service by continuing to improve our communication and engagement with you, our customers. Our new quarterly update, the Center Scene, describes the products and services the NOC provides. In this first edition, we highlight accomplishments in each of our service areas and feature innovative efforts of the NOC staff and projects that showcase excellence in action. Please enjoy.

## Highlights

### INFORMATION RESOURCE MANAGEMENT

- Deployed the first major installation of the BLM's new national voice over internet protocol (VOIP) phone system to the Washington Office.
- Installed new video conferencing systems, extending low-cost video services to 16 field offices.
- Successfully completed 7,037 Remedy tickets nationwide, closing 96 percent within established timeframes.
- Relocated information technology (IT) equipment from the Burns District Office to the Oregon State Office in response to increased security concerns.
- Appointed 33 employees to new positions and processed 1,075 personnel actions including 409 employee awards.
- Developed standard position descriptions for contract specialist, sage-grouse, geographic information system, and data administrator positions.

### RESOURCE SERVICES

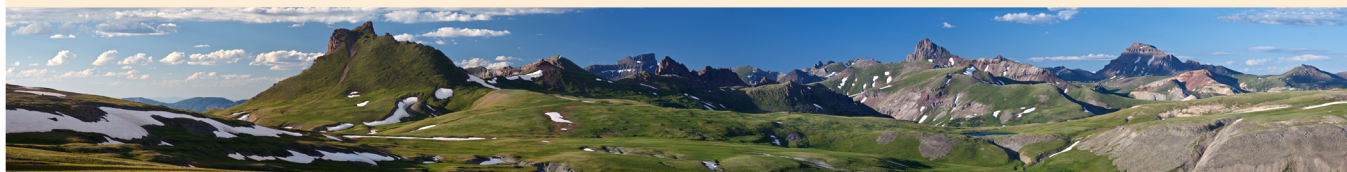
- Completed phase 1 of ePlanning deployment, including adding over 1,500 new users and publishing more than 6,000 National Environmental Policy Act (NEPA) projects to the National NEPA Register.
- Completed the Yukon Kuskokwim rapid ecoregional assessment, providing public access to more than 750 datasets, maps, and models to support the landscape approach.
- Redesigned the GIS data replication quality control checks process and total quality reports, which increased data standard compliance by 15-20 percent across all states.
- Developed baseline disturbance datasets through the Wildlife Habitat Spatial Analysis Lab to support projects within Greater Sage-Grouse planning areas.
- Edited, designed, and printed several BLM publications, including the "Sage-Grouse Habitat Assessment Framework: A Multiscale Assessment Tool."
- Completed the first training phase on two Automated Fluid Minerals Support System (AFMSS) 2 modules for field offices in Montana, Utah, Colorado, and Wyoming and for external oil and gas operators.

### BUSINESS SERVICES

- Achieved a clean financial audit for fiscal year 2015.
- Paid 99.39 percent of invoices on time, reducing interest to only \$1,350 as compared to \$4,675 at this time last year.
- Processed 10,318 payments worth more than \$92.3 million.
- Certified 8,427 travel payments for more than \$2.7 million.
- Awarded two indefinite delivery, indefinite quantity (IDIQ) contracts with a maximum value of \$40 million for the legacy wells remediation in the National Petroleum Reserve in Alaska and awarded the first task order for \$11.9 million.

### HUMAN RESOURCES SERVICES

- Launched the Human Resources Transformation effort to improve the hiring process throughout the BLM.
- Completed 1,326 employee-requested changes to health benefits during open season, including a significant number of changes to the new self plus one enrollment option.



# Leasing Team Meets Employee Space Needs

Though you may not realize it, if you spend your working hours in any BLM office, wildland fire facility, or visitor center, you have likely experienced the expertise of the NOC's Real Estate Leasing Services (RELS) Team. The team manages the BLM's entire leased property portfolio, meeting a wide variety of BLM facility and space needs that enable more than 10,000 employees to accomplish the Bureau's mission.

The RELS Team manages leases for more than 300 locations comprising about 2.6 million square feet of occupied space. Annual rent and expense payments cost about \$65 million, a significant portion of the BLM's annual budget. As leases expire, the RELS Team establishes new space requirements that provide efficient, effective, and modern workspaces while also reducing costs and the overall BLM footprint. **These innovative approaches and expert lease negotiations saved the BLM**

**more than \$3 million over the last 5 years.**

Recently, the RELS Team successfully relocated the Twin Falls District Office in Idaho to a new and attractive

leased facility. The office was previously located in three separate, functionally obsolete facilities. The new facility includes a 16,475-square-foot office, 3,000-square-foot warehouse, and 80,000-square-foot wareyard with a separate 14-bay fire engine building. It is one of the most energy-efficient facilities in BLM's leased portfolio and reflects the latest Department of the Interior guidelines for space utilization as well as up-to-date security features to protect our employees and equipment.

The RELS Team's support is a long-term commitment as they continue to provide expertise throughout the typical 20-year contract terms for facilities. If you have questions or need assistance, please contact Laura Kilpatrick, Chief, Real Estate Leasing Services Section ([lkilpatrick@blm.gov](mailto:lkilpatrick@blm.gov)).



The RELS Team, from left to right, front row: Angela Kuhl, Sylvia Marquez, and Malia Hanula. Back row: Angi Napier, Terry Baker, Chris Juvan, Laura Kilpatrick, Tony Leverett, Nan Stewart, and Stephen Heckman. Not pictured: Barb Burns-Fink and Diane Richter.

Take a close  
look at what's  
happening at the  
**NOC**

## The NOC "AIMs" to Release Aquatic Assessment Data

The NOC Division of Resource Services, along with BLM's National Assessment, Inventory, and Monitoring (AIM) Team, is conducting preliminary analyses of sample data collected for the Western Rivers and Streams Assessment (WRSA). The WRSA provides the first statistically valid assessment of the chemical, physical, and biological condition of streams and rivers on BLM-managed lands throughout the contiguous western United States. The BLM WRSA data will be combined with data from the Environmental Protection Agency's interagency National Rivers and Streams Assessment (NRSA). This partnership will enable the agencies to collectively report on the condition of streams and rivers at regional and national scales.

The National Aquatic Monitoring Center, a cooperative entity of the BLM and Utah State University, worked with specialized student crews and BLM field offices to collect the WRSA information. **The crews collected data from approximately 300 randomly selected stream and river reaches on public lands between 2013 and 2015** (see map of these and other sample sites at <http://arcg.is/1nkmqv>). They used a consistent set of core indicators and collected data electronically using standardized field methodologies as outlined in the AIM National Aquatic Monitoring Framework (Technical Reference 1735-1).

The WRSA is a component of the BLM's AIM strategy to standardize data collection and facilitate science-based decisionmaking. The standardized aquatic data will support land-use planning activities, improve cumulative effects analyses, and help identify and prioritize conservation and restoration projects. It will also improve understanding of stressors impacting the health of aquatic ecosystems, provide more effective approaches for complying with the Clean Water Act, and establish unbiased baseline conditions to evaluate resource trend as required by the Federal Land Policy and Management Act. In addition, it will allow analyses across administrative boundaries and further our capability to collectively report on the condition of streams and rivers at regional and national scales.

The NOC expects to complete a draft report on the preliminary data analysis in mid-2016 and follow up with discussions of applicability to BLM programs and offices. For more information, or to engage in these discussions, please contact Scott Miller, Director of the National Aquatic Monitoring Center ([swmiller@blm.gov](mailto:swmiller@blm.gov)).



Data collection for the WRSA.